

PBB PROGRAM INVENTORY - YEAR 1

Department	Program Name	Service Type	Quartile
CEDD	Current Planning/Entitlements	Community	Most Aligned
CEDD	Building Inspections	Community	Most Aligned
CEDD	Innovation District(s)	Community	Most Aligned
CEDD	Building Permit Administration	Community	Most Aligned
CEDD	Building Special Programs	Community	Most Aligned
CEDD	Development Review (DRC)	Community	Most Aligned
CEDD	Advance Planning	Community	Most Aligned
CEDD	Administrative Reviews	Community	Most Aligned
CEDD	Property Acquisitions, Dispositions, Rights-of-Entry (ROE) & Relocations	Community	More Aligned
CEDD	GrowRiverside Initiative	Community	More Aligned
CEDD	Special Events (Community)	Community	More Aligned
CEDD	One Stop Shop	Community	More Aligned
CEDD	CBDG & HOPWA - Programs/Projects, Financial Management and Reporting	Community	More Aligned
CEDD	Fox Performing Arts Center	Community	More Aligned
CEDD	Riverside Municipal Auditorium	Community	More Aligned
CEDD	Unlicensed Street Vendor Enforcement Program	Community	More Aligned
CEDD	Special Event/Film Permit Administration	Community	More Aligned
CEDD	Arts, Culture and Artists Grants	Community	More Aligned
CEDD	City Sponsorship	Community	More Aligned
CEDD	Opportunity Zones	Community	More Aligned
CEDD	Internal Special Requests and/or Special Projects	Community	More Aligned
CEDD	Nuisance Abatement Program	Community	More Aligned
CEDD	Festival of Lights	Community	More Aligned
CEDD	The Box	Community	More Aligned
CEDD	Neighborhood Code Enforcement	Community	More Aligned
CEDD	Property Management	Community	More Aligned
CEDD	Education for Arts, Artists, Organizations and Public	Community	More Aligned
CEDD	Business Attraction/Expansion	Community	More Aligned
CEDD	Business Retention/Development	Community	More Aligned
CEDD	Entrepreneurship & Start Up Support	Community	More Aligned
CEDD	Local Investment Climate	Community	More Aligned
CEDD	Cultural Mapping	Community	More Aligned
CEDD	Fund Development	Community	More Aligned
CEDD	Fox Foundation	Community	More Aligned
CEDD	Special Events (Internal)	Community	More Aligned
CEDD	Arts Advocacy and Programming	Community	Less Aligned
CEDD	Marketing of Division and Programs	Community	Less Aligned
CEDD	Abandoned Vehicle Abatement (AVA) Program	Community	Less Aligned
CEDD	Planning Commission	Community	Less Aligned
CEDD	Historic Preservation	Community	Less Aligned
CEDD	Sign Abatement	Community	Less Aligned
CEDD	Cultural Heritage Board	Community	Less Aligned
CEDD	Neighborhood Initiatives	Community	Less Aligned
CEDD	Administrative Hearing Program	Community	Less Aligned
CEDD	Historic Preservation Fund Committee	Community	Less Aligned
CEDD	Neighborhood Programs	Community	Less Aligned
CEDD	Workforce Talent	Community	Less Aligned

PBB PROGRAM INVENTORY - YEAR 1

Department	Program Name	Service Type	Quartile
CEDD	CalFresh Healthy Living Grant Management	Community	Less Aligned
CEDD	Agreement Administration	Community	Less Aligned
CEDD	Grant Administration and Monitoring	Community	Less Aligned
CEDD	Williamson Act	Community	Less Aligned
CEDD	Neighborhood Events	Community	Least Aligned
CEDD	Property Reports, Files & Records	Community	Least Aligned
CEDD	Redevelopment Successor Agency	Community	Least Aligned
CEDD	Neighborhoods - Administrative Support	Community	Least Aligned
CEDD	Liaison to Neighborhood Groups	Community	Least Aligned
CEDD	Ward Action Team	Community	Least Aligned
CEDD	Loan Inventory Management	Community	Least Aligned
CEDD	Fiscal Management for Community & Economic Development and One Stop Shop	Community	Least Aligned
CEDD	Annual & Quarterly Financial Reporting and Management	Community	Least Aligned
CEDD	Liaison/Special Projects	Community	Least Aligned
CEDD	Management of Leases/Licenses	Community	Least Aligned
City Attorney	Ordinance Enforcement	Governance	Most Aligned
City Attorney	Protect public health, safety & quality of life	Governance	Most Aligned
City Attorney	Legal Support (Council, Management, Departments, Boards and Commissions)	Governance	More Aligned
City Attorney	Ordinance and Policy Preparation and Review	Governance	More Aligned
City Attorney	Claims Management	Governance	More Aligned
City Attorney	Public Safety Support	Governance	More Aligned
City Attorney	Civil Litigation	Governance	More Aligned
City Attorney	Workers' Compensation	Governance	More Aligned
City Attorney	Revenue Recovery and Insurance Subrogation Pursuit	Governance	More Aligned
City Attorney	Manage Specialized Litigation	Governance	More Aligned
City Attorney	Contract Preparation and Review	Governance	Less Aligned
City Attorney	Employment Representation	Governance	Less Aligned
City Attorney	Land Acquisition Assistance	Governance	Least Aligned
City Attorney	Special Programs	Governance	Least Aligned
City Clerk	Legislative Support	Governance	Most Aligned
City Clerk	Records Management	Governance	Most Aligned
City Clerk	Election Administration	Community	Less Aligned
City Clerk	Passports	Community	Least Aligned
City Council	City Governance and Decision Making	Governance	Most Aligned
City Council	City Constituent Point of Contact	Community	More Aligned
City Council	Charter Officer Oversight	Governance	More Aligned
City Council	Community Outreach and Engagement	Community	Less Aligned
City Manager	OOS - Partnership Facilitation	Community	Most Aligned
City Manager	OOS - Community Outreach & Events	Community	Most Aligned
City Manager	Citywide Strategic Planning and Organizational Management	Governance	Most Aligned
City Manager	CalPERS Challenge	Governance	Most Aligned
City Manager	Project Communications	Community	More Aligned
City Manager	OOS - Data & Metrics	Community	More Aligned
City Manager	Citizen Inquiry and Response	Community	More Aligned
City Manager	Social Media Management & Execution	Community	More Aligned

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Department	Program Name	Service Type	Quartile
City Manager	RiversideTV: Video, Audio Visual, Studio and PEG broadcasting	Community	More Aligned
City Manager	RiversideTV Council, Board, Commission Meeting Support	Community	More Aligned
City Manager	OOS - Grant Management	Community	More Aligned
City Manager	Media Relations	Community	More Aligned
City Manager	Marketing & Communications Support (Community)	Community	More Aligned
City Manager	Outdoor Signage	Community	More Aligned
City Manager	Website Management (Community)	Community	More Aligned
City Manager	Explore Riverside/Activity Guide	Community	More Aligned
City Manager	Email Marketing (Community)	Community	More Aligned
City Manager	Inclusionary Housing Program - Economic Feasibility Study	Community	More Aligned
City Manager	Permanent Supportive Housing Program	Community	More Aligned
City Manager	Riverside Emergency Shelter Operations	Community	More Aligned
City Manager	Priority Bases Budgeting	Governance	More Aligned
City Manager	Crisis Communication	Governance	More Aligned
City Manager	OOS - Policies and programs development	Governance	More Aligned
City Manager	Monitoring of Affordable Housing Units	Governance	More Aligned
City Manager	Policy Development	Governance	More Aligned
City Manager	Communications Protocol	Governance	More Aligned
City Manager	Community Police Review Commission	Governance	More Aligned
City Manager	Corporate Partnership Program	Governance	More Aligned
City Manager	OOS - Climate Action Plan	Governance	More Aligned
City Manager	Council Report Processing	Governance	More Aligned
City Manager	Marketing & Communications Support (Governance)	Governance	More Aligned
City Manager	Internal Audit Program	Governance	More Aligned
City Manager	Public Safety Engagement Team (PSET)	Community	Less Aligned
City Manager	Affordable Housing Development	Community	Less Aligned
City Manager	Transformative Climate Communities Program	Community	Less Aligned
City Manager	Multi-parcel rezone	Community	Less Aligned
City Manager	Regional Branding & Tourism	Community	Less Aligned
City Manager	Shop Riverside Campaign	Community	Less Aligned
City Manager	Housing Rehabilitation Program	Community	Less Aligned
City Manager	Homeless Prevention	Community	Less Aligned
City Manager	Homeless Street Outreach Program	Community	Less Aligned
City Manager	Tenant Based Rental Assistance (TBRA)/Rapid Re-Housing (RRH) Program	Community	Less Aligned
City Manager	Riverside at Work Program	Community	Less Aligned
City Manager	Intergovernmental Relations	Governance	Less Aligned
City Manager	Website Management (Governance)	Governance	Less Aligned
City Manager	OOS - Internal Capacity Building	Governance	Less Aligned
City Manager	Graphic Design Support	Governance	Less Aligned
City Manager	Email Marketing (Governance)	Governance	Less Aligned
City Manager	Legislative Affairs	Governance	Less Aligned
City Manager	Fiscal Management Fund	Governance	Less Aligned
City Manager	Public Housing Authority Establishment Process and Cost Analysis	Community	Least Aligned

PBB PROGRAM INVENTORY - YEAR 1

Department	Program Name	Service Type	Quartile
City Manager	Photography	Governance	Least Aligned
City Manager	Office of Sustainability Training & Accreditation	Governance	Least Aligned
Finance	Business License Issuance	Community	Most Aligned
Finance	Budget Development and Publication	Governance	Most Aligned
Finance	Debt Issuance	Governance	Most Aligned
Finance	TEFRA Bond Hearings	Community	More Aligned
Finance	Transient Occupancy Tax	Community	More Aligned
Finance	Business Improvement District Partnership	Community	More Aligned
Finance	Emergency and Non-Emergency Response	Community	More Aligned
Finance	Non-Emergency Medical Transportation	Community	More Aligned
Finance	Capital Improvement Plan	Governance	More Aligned
Finance	Debt Proceeds Reimbursement	Governance	More Aligned
Finance	Procurement and Central Stores Controls, Policies & Training	Governance	More Aligned
Finance	Cashiering and Payment Receipt Processing	Governance	More Aligned
Finance	Budget Engagement Commission	Governance	More Aligned
Finance	Debt Portfolio Annual Compliance	Governance	More Aligned
Finance	Financial Updates	Governance	More Aligned
Finance	Procurement Review, Processing and Management	Governance	More Aligned
Finance	Collections Processing	Governance	More Aligned
Finance	Fees & Charges	Governance	More Aligned
Finance	Special Districts Formation & Administration	Governance	More Aligned
Finance	Supply Management	Governance	More Aligned
Finance	Accounting Statements and Auditing	Governance	More Aligned
Finance	Measure Z Monitoring and Reporting	Governance	More Aligned
Finance	Financial Reporting	Governance	More Aligned
Finance	Financial Planning and Monitoring	Governance	More Aligned
Finance	Certificate of Insurance Reviews	Community	Less Aligned
Finance	Accounts Payable Processing and Maintenance	Governance	Less Aligned
Finance	Damage Claims	Governance	Less Aligned
Finance	Debt Accounting Management	Governance	Less Aligned
Finance	Vendor Registry and Maintenance	Governance	Less Aligned
Finance	Payroll Maintenance & Processing	Governance	Less Aligned
Finance	Cash and Investment Management	Governance	Less Aligned
Finance	Grants Management, Reporting, and Single Audit	Governance	Less Aligned
Finance	Accounts Receivable Processing and Maintenance	Governance	Less Aligned
Finance	Finance Forms and Website Maintenance	Governance	Less Aligned
Finance	Fixed Assets Maintenance	Governance	Less Aligned
Finance	Quarterly Performance Updates	Governance	Less Aligned
Finance	Actuarial Reports, Entries, and Reporting	Governance	Less Aligned
Finance	Budget Monitoring and Compliance	Governance	Less Aligned
Finance	Tenant User Liability Insurance Program (TULIP)	Community	Least Aligned
Finance	First Party Claims	Governance	Least Aligned
Finance	Indemnification and Insurance Language Review	Governance	Least Aligned
Finance	Overhead Allocation	Governance	Least Aligned
Finance	Cost Allocation Plan	Governance	Least Aligned
Finance	Position Control and Costing	Governance	Least Aligned
Finance	Procurement Card (P-Card) Management and Compliance	Governance	Least Aligned
Finance	Issuance of Self-Insurance Certificates	Governance	Least Aligned

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Department	Program Name	Service Type	Quartile
Finance	Online Payment Gateway Management	Governance	Least Aligned
Finance	Agreement Routing	Governance	Least Aligned
Finance	WC & GL Budget Rates + Direct Insurance Charges	Governance	Least Aligned
Finance	Authorized Signatures	Governance	Least Aligned
Fire	Fire Inspections/ Haz Mat Program	Community	Most Aligned
Fire	State Inspection Compliance Monitoring Program	Community	Most Aligned
Fire	Emergency Medical Services Program	Community	More Aligned
Fire	Fire Response Program	Community	More Aligned
Fire	Fire Inspection Program	Community	More Aligned
Fire	Haz Mat Program	Community	More Aligned
Fire	Technical Rescue program	Community	Less Aligned
Fire	Emergency Operations Center Management Program	Community	Less Aligned
Fire	Fireworks Prevention Program	Community	Less Aligned
Fire	Arson Program	Community	Less Aligned
Fire	Accreditation	Community	Less Aligned
Fire	Urban Search and Rescue Program	Community	Less Aligned
Fire	Fire Training	Community	Least Aligned
Fire	School Fire Drills	Community	Least Aligned
Fire	Department support services program	Community	Least Aligned
Fire	Invoicing/ Haz Mat Program	Community	Least Aligned
Fire	Employee Assistance Program	Community	Least Aligned
Fire	Physical fitness program	Community	Least Aligned
Fire	Honor Guard Program	Community	Least Aligned
General Services	City Fueling Infrastructure	Community	Most Aligned
General Services	American Disabilities Act (ADA) Coordination	Community	More Aligned
General Services	Riverside Convention Center	Community	More Aligned
General Services	Citywide Facility Maintenance	Governance	More Aligned
General Services	City Leased Facilities	Governance	More Aligned
General Services	City Fleet Maintenance and Repair	Governance	More Aligned
General Services	Commission on Disabilities	Community	Less Aligned
General Services	Airport Property Management Leasing and Rentals	Community	Less Aligned
General Services	Airport Maintenance	Community	Less Aligned
General Services	City Fleet Acquisition	Governance	Less Aligned
General Services	City Cell Tower Agreements	Governance	Less Aligned
General Services	City Fleet Replacement Management	Governance	Less Aligned
General Services	Citywide Minor Capital/B&I Projects	Governance	Less Aligned
General Services	Citywide Facility Security	Governance	Less Aligned
General Services	Capital Construction Projects	Governance	Less Aligned
General Services	Citywide Service Contracts	Governance	Less Aligned
General Services	Airport Security Plan Management & Access	Community	Least Aligned
General Services	Aircraft Rescue & Firefighting ARFF	Community	Least Aligned
General Services	Aircraft Crash and Incident Investigation	Community	Least Aligned
General Services	Printing and Inserting	Governance	Least Aligned
General Services	City Fleet Auto Body Repair	Governance	Least Aligned
General Services	Mail Delivery	Governance	Least Aligned
Human Resources	Mandated Employee Training	Governance	Most Aligned
Human Resources	Recruitment and Selection	Governance	Less Aligned
Human Resources	Employee Benefits Management	Governance	Less Aligned
Human Resources	Citywide Safety Program	Governance	Less Aligned

PBB PROGRAM INVENTORY - YEAR 1

Department	Program Name	Service Type	Quartile
Human Resources	Intern, Volunteer and Apprentice Program	Community	Least Aligned
Human Resources	Customer Service	Community	Least Aligned
Human Resources	HR Website Internal/External	Community	Least Aligned
Human Resources	RPU Organization Development & Change	Community	Least Aligned
Human Resources	Employee Records Management	Governance	Least Aligned
Human Resources	Employee Feedback	Governance	Least Aligned
Human Resources	Employee Development Training	Governance	Least Aligned
Human Resources	Workers Comp Management	Governance	Least Aligned
Human Resources	Classification and Compensation Management	Governance	Least Aligned
Human Resources	Employee Transactions Management	Governance	Least Aligned
Human Resources	Employee Performance Evaluation Coordination and Support	Governance	Least Aligned
Human Resources	Employee & Labor Relations and Policy Management	Governance	Least Aligned
Innovation & Technology	Cybersecurity Program	Governance	Most Aligned
Innovation & Technology	Disaster Recovery and Continuity of Operations Program	Governance	Most Aligned
Innovation & Technology	Enterprise Web & Mobile Development	Governance	Most Aligned
Innovation & Technology	Citywide Wired/Wireless Networking Services Program	Governance	Most Aligned
Innovation & Technology	Citizen Electronic Communication	Governance	Most Aligned
Innovation & Technology	Call-Center Telephone Service Program	Governance	Most Aligned
Innovation & Technology	Citywide Landline Phone Services	Governance	Most Aligned
Innovation & Technology	Technology architecture, design, and governance	Governance	Most Aligned
Innovation & Technology	Enterprise Document Imaging Application Program	Governance	Most Aligned
Innovation & Technology	Remote work/virtual private networking program	Governance	Most Aligned
Innovation & Technology	Public Safety citywide, outdoor and public surveillance cameras	Governance	Most Aligned
Innovation & Technology	Citywide email, instant messaging and video conferencing services	Governance	Most Aligned
Innovation & Technology	Enterprise 911 Emergency Computer Aided Dispatch & Record Management System	Governance	Most Aligned
Innovation & Technology	Enterprise 311 Systems Program	Governance	Most Aligned
Innovation & Technology	Enterprise Permitting System Application Program	Governance	Most Aligned
Innovation & Technology	Enterprise Systems Management - Others	Governance	Most Aligned
Innovation & Technology	Geographic Information System (GIS) Services	Governance	Most Aligned
Innovation & Technology	Government Transparency/Open Data Program	Governance	Most Aligned
Innovation & Technology	Enterprise Cashiering Application Program	Governance	More Aligned
Innovation & Technology	Datacenter Management	Governance	More Aligned
Innovation & Technology	Citywide Computer Identity and Access Management	Governance	More Aligned
Innovation & Technology	Enterprise Utility Billing System Application Program	Governance	More Aligned
Innovation & Technology	Enterprise Human Resources Management Program	Governance	More Aligned
Innovation & Technology	Desktop and Mobile Support	Governance	More Aligned
Innovation & Technology	Citywide IT Procurement	Governance	More Aligned
Innovation & Technology	Enterprise Financial Systems Program	Governance	More Aligned
Innovation & Technology	Business Process Re-engineering and Automation	Governance	More Aligned
Innovation & Technology	Data Governance Program	Governance	More Aligned

PBB PROGRAM INVENTORY - YEAR 1

Department	Program Name	Service Type	Quartile
Innovation & Technology	Public Data Request Service	Governance	More Aligned
Innovation & Technology	Citywide Employee Cellular Wireless Program	Governance	Less Aligned
Innovation & Technology	Enterprise Work Order and Asset Management Application Program	Governance	Less Aligned
Innovation & Technology	Innovation Lab	Governance	Less Aligned
Innovation & Technology	Project Management Services	Governance	Less Aligned
Innovation & Technology	Software and Hardware Asset Tracking/Inventory/Lifecycle Management	Governance	Less Aligned
Innovation & Technology	HelpDesk Call Support	Governance	Less Aligned
Innovation & Technology	Data and Analytics Services	Governance	Less Aligned
Innovation & Technology	Citywide Managed Print Services Program	Governance	Least Aligned
Library	Adult Literacy Programs	Community	Most Aligned
Library	Community Partner Programs	Community	Most Aligned
Library	Adult Programs	Community	More Aligned
Library	Family and Children's Literacy Programs	Community	More Aligned
Library	Online Programs	Community	More Aligned
Library	Information Services	Community	More Aligned
Library	Collection Development and Management	Community	More Aligned
Library	Circulation Services	Community	More Aligned
Library	Technology Services and Support	Community	More Aligned
Library	Family Programs	Community	More Aligned
Library	Summer Reading Programs	Community	More Aligned
Library	Teen Programs	Community	More Aligned
Library	Local History	Community	More Aligned
Library	Library Outreach Events	Community	More Aligned
Library	Children s Programs	Community	Less Aligned
Mayor	Regional Agency Collaboration	Community	Most Aligned
Mayor	Communications	Community	Most Aligned
Mayor	Community Outreach Events	Community	Most Aligned
Mayor	Sister City Program	Community	Most Aligned
Mayor	Big City Mayors Group	Community	More Aligned
Mayor	Innovation District	Community	More Aligned
Mayor	Santa Ana River Trail Taskforce	Community	More Aligned
Mayor	Policy Analysis	Community	More Aligned
Mayor	Educational Roundtable	Community	More Aligned
Mayor	Business Support	Community	More Aligned
Mayor	Housing Action Taskforce	Community	More Aligned
Mayor	Veterans Affairs	Community	Less Aligned
Mayor	Social Work Internship	Community	Less Aligned
Mayor	Legislative Advocacy	Community	Less Aligned
Mayor	RISE Interpreter Services	Community	Less Aligned
Mayor	Long Night of Arts and Innovation	Community	Less Aligned
Mayor	Love Your Neighbor Initiative	Community	Less Aligned
Mayor	Regional Housing Needs Assessment	Community	Less Aligned
Mayor	SAWPA/OWOW	Community	Less Aligned
Mayor	Youth Development and Recognition	Community	Less Aligned
Mayor	College Forum	Community	Less Aligned
Mayor	Human Relations Commission	Community	Less Aligned
Mayor	Multicultural Forum	Community	Less Aligned
Mayor	International Relations Commission	Community	Less Aligned

PBB PROGRAM INVENTORY - YEAR 1

Department	Program Name	Service Type	Quartile
Mayor	NAACP	Community	Less Aligned
Mayor	Campaign to End Homelessness Among School Children	Community	Less Aligned
Mayor	Constituent Affairs	Community	Less Aligned
Mayor	Cyclovia	Community	Less Aligned
Mayor	Faith Community Partnerships	Community	Least Aligned
Mayor	National Night Out	Community	Least Aligned
Mayor	Riverside Sport Hall of Fame	Community	Least Aligned
Mayor	Model Deaf Community	Community	Least Aligned
Mayor	Certificates and Proclamations	Community	Least Aligned
Mayor	Awards and Recognition	Community	Least Aligned
Mayor	Letters of Recommendation	Community	Least Aligned
Museum	Renovation	Community	Most Aligned
Museum	Exhibition - Heritage House	Community	More Aligned
Museum	Exhibition - Harada House	Community	More Aligned
Museum	Education - Non-school children's and family programs	Community	More Aligned
Museum	Education - Adult education	Community	More Aligned
Museum	Curatorial - Permanent collections	Community	More Aligned
Museum	Education - Outreach and school programs	Community	More Aligned
Museum	Site - Main Museum	Community	More Aligned
Museum	Harada House Interpretation	Community	More Aligned
Museum	Curatorial - Community exhibitions	Community	More Aligned
Museum	Development - Riverside Museum Associates	Community	More Aligned
Museum	Development - Harada House Foundation	Community	More Aligned
Museum	Curatorial - Exhibition 1	Community	More Aligned
Museum	Curatorial - Exhibition 2	Community	More Aligned
Museum	Curatorial - Exhibition 3	Community	More Aligned
Museum	Curatorial - Exhibition 4	Community	More Aligned
Museum	Education - Educational events, Insect Fair	Community	More Aligned
Museum	Development - General marketing and website	Community	More Aligned
Museum	Development - Visitor services	Community	More Aligned
Museum	Development - Fundraising events, COH, ICS, and other	Community	Less Aligned
Museum	Curatorial - Exhibition planning	Community	Less Aligned
Museum	Development - Volunteers and interns	Community	Less Aligned
Museum	Museum Board	Community	Less Aligned
Museum	Education - Docent and teacher training	Community	Less Aligned
Museum	Education - Other	Community	Least Aligned
Museum	Development - Facility rentals	Community	Least Aligned
Museum	Curatorial - Other	Community	Least Aligned
Museum	Development - Donor Relations	Community	Least Aligned
Parks & Recreation	Transit Marketing	Community	Most Aligned
Parks & Recreation	Transit Paratransit Services	Community	Most Aligned
Parks & Recreation	Transit Vehicle Maintenance & Cleaning	Community	Most Aligned
Parks & Recreation	Transit Bus Replacement	Community	Most Aligned
Parks & Recreation	Contracted Maintenance Services	Community	Most Aligned
Parks & Recreation	Community Center Programming	Community	Most Aligned
Parks & Recreation	Transit Facility Building Maintenance	Community	Most Aligned
Parks & Recreation	Mt. Rubidoux Maintenance	Community	Most Aligned

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Department	Program Name	Service Type	Quartile
Parks & Recreation	Special Event 4th of July	Community	More Aligned
Parks & Recreation	Park Planning and Plan Check Program	Community	More Aligned
Parks & Recreation	Electrical Preventative Maintenance, Repair and Sustainability	Community	More Aligned
Parks & Recreation	Community Gardens	Community	More Aligned
Parks & Recreation	Youth Innovation Center	Community	More Aligned
Parks & Recreation	Athletic Field & Turf Preparation and Maintenance	Community	More Aligned
Parks & Recreation	Playground Safety	Community	More Aligned
Parks & Recreation	Golf Course Operations	Community	More Aligned
Parks & Recreation	Transit Electronic Fare Collection	Community	More Aligned
Parks & Recreation	Recreation Marketing	Community	More Aligned
Parks & Recreation	Project Bridge	Community	More Aligned
Parks & Recreation	Park Capital Improvement Program	Community	More Aligned
Parks & Recreation	Park Tree Maintenance and Replacement	Community	More Aligned
Parks & Recreation	Youth Sports Programs	Community	More Aligned
Parks & Recreation	Park Maintenance (In-house Parks)	Community	More Aligned
Parks & Recreation	Facility Maintenance (Outdoor Facilities/Amenities)	Community	More Aligned
Parks & Recreation	Aquatics Program	Community	More Aligned
Parks & Recreation	Special Events	Community	More Aligned
Parks & Recreation	Park and Open Space Weed Control	Community	More Aligned
Parks & Recreation	Facility Maintenance (Indoor Facilities/Amenities)	Community	More Aligned
Parks & Recreation	Lake Maintenance	Community	More Aligned
Parks & Recreation	Park Projects	Community	More Aligned
Parks & Recreation	Youth Camps at centers including splash camps	Community	More Aligned
Parks & Recreation	Adult Sports	Community	More Aligned
Parks & Recreation	Senior Center Maintenance Contracted out	Community	More Aligned
Parks & Recreation	Aquatics Facility Rentals	Community	More Aligned
Parks & Recreation	Volunteer/Community Beautification Programs	Community	Less Aligned
Parks & Recreation	Indoor & Outdoor Rentals	Community	Less Aligned
Parks & Recreation	Contract Classes	Community	Less Aligned
Parks & Recreation	Riverside Arts Academy	Community	Less Aligned
Parks & Recreation	Senior Center Programming	Community	Less Aligned
Parks & Recreation	CDBG & Grant Monitoring	Community	Less Aligned
Parks & Recreation	Customer Service : Inquiries and Assistance	Community	Less Aligned
Parks & Recreation	Community Service Worker Management	Community	Less Aligned
Parks & Recreation	Senior Programming Contracted Services	Community	Less Aligned
Parks & Recreation	Graffiti Removal and Vandalism Control and Repair	Community	Less Aligned
Parks & Recreation	Transit Uniforms	Community	Less Aligned
Parks & Recreation	Friendly Stars	Community	Less Aligned
Parks & Recreation	Community Partnerships	Community	Less Aligned
Parks & Recreation	Landscape Maintenance Districts	Community	Less Aligned
Parks & Recreation	Night Lock-up	Community	Least Aligned
Parks & Recreation	Park and Recreation Commission	Community	Least Aligned
Parks & Recreation	Administrative Support	Community	Least Aligned
Police	Calls for Service Emergency Response	Community	More Aligned
Police	Calls for Service Non Emergency Response	Community	More Aligned
Police	Crime Analysis	Community	More Aligned
Police	Community Services Bureau	Community	More Aligned

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Department	Program Name	Service Type	Quartile
Police	290 Sex Registrant Compliance	Community	More Aligned
Police	PACT	Community	More Aligned
Police	Records Management	Community	More Aligned
Police	Court Services	Community	More Aligned
Police	Training	Community	More Aligned
Police	Motorcycle Patrol	Community	Less Aligned
Police	Domestic Violence/Sexual Assault/Child Abuse Unit	Community	Less Aligned
Police	Economic Crimes Unit	Community	Less Aligned
Police	Gang Intelligence Unit	Community	Less Aligned
Police	Field Operations	Community	Less Aligned
Police	Forensics Unit	Community	Less Aligned
Police	Narcotics Unit	Community	Less Aligned
Police	Personnel	Community	Less Aligned
Police	Person's Unit - Robbery/Homicide	Community	Less Aligned
Police	Vice Unit	Community	Less Aligned
Police	Property Crimes	Community	Less Aligned
Police	Accident Investigations and Traffic Collision Reconstruction	Community	Less Aligned
Police	Problem Oriented Policing (POP)	Community	Less Aligned
Police	Range and Firearms Training	Community	Less Aligned
Police	Inland Crackdown Allied Taskforce (INCA)	Community	Less Aligned
Police	Graffiti Unit	Community	Less Aligned
Police	High Intensity Drug Trafficking Area (HIDTA)/ DEA	Community	Less Aligned
Police	Downtown Entertainment District (DED)	Community	Less Aligned
Police	Internal Affairs	Community	Less Aligned
Police	Alarm Enforcement	Community	Less Aligned
Police	Intelligence Unit	Community	Less Aligned
Police	Youth Court/OWE	Community	Less Aligned
Police	Metro	Community	Less Aligned
Police	Cadet/Academy Program	Community	Least Aligned
Police	Inland Regional Apprehension Team (IRAT)	Community	Least Aligned
Police	School Resource Officers SRO	Community	Least Aligned
Police	Aviation	Community	Least Aligned
Police	Property and Evidence Unit	Community	Least Aligned
Police	Galleria at Tyler	Community	Least Aligned
Public Works	National Pollution Discharge Elimination System (NPDES) Municipal Separate Storm Sewer System Permit Activities	Community	Most Aligned
Public Works	Land Development - Pre-Construction & Permit Management	Community	Most Aligned
Public Works	Environmental stewardship	Community	Most Aligned
Public Works	Sundry-AQMD	Community	Most Aligned
Public Works	Regulatory Compliance Programs	Community	Most Aligned
Public Works	Public Parking - Enforcement and Operations	Community	Most Aligned
Public Works	Construction Project Management and Observation	Community	Most Aligned
Public Works	City Engineering Field Activities	Community	Most Aligned
Public Works	Dept Administrative Services	Governance	Most Aligned
Public Works	Solid Waste Special Collection Activities	Community	More Aligned

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Department	Program Name	Service Type	Quartile
Public Works	Stormwater Maintenance and Operations	Community	More Aligned
Public Works	Public Education Programs	Community	More Aligned
Public Works	Solid Waste Collection Activities	Community	More Aligned
Public Works	Emergency Management Program	Community	More Aligned
Public Works	Street Light Operations and Maintenance	Community	More Aligned
Public Works	Street Sweeping -Clean Up & Debris Removal	Community	More Aligned
Public Works	Roadway Markings	Community	More Aligned
Public Works	Concrete Repairs Programs	Community	More Aligned
Public Works	Wastewater Treatment & Plant Maintenance	Governance	More Aligned
Public Works	Wall/Fence Repair	Community	Less Aligned
Public Works	Engineering Design and Construction Standards Development	Community	Less Aligned
Public Works	Street Maintenance Field Repairs	Community	Less Aligned
Public Works	Standby Crews - 24/7 Emergency Response	Community	Less Aligned
Public Works	Railway Crossing Maintenance	Community	Less Aligned
Public Works	Household Hazardous Waste Disposal	Community	Less Aligned
Public Works	Signs - Fabrication and Installation	Community	Less Aligned
Public Works	Equipment Repair and Maintenance	Community	Less Aligned
Public Works	Customer Inquiries and Assistance	Community	Less Aligned
Public Works	Survey Management	Community	Less Aligned
Public Works	Street Repairs	Community	Less Aligned
Public Works	Curb Maintenance	Community	Less Aligned
Public Works	Grant Management	Governance	Less Aligned
Public Works	Transportation & Transit Infrastructure Program	Governance	Less Aligned
Public Works	Signing, Striping, Communications, and Traffic Signal Design	Governance	Less Aligned
Public Works	PW Landscape Maintenance Program	Community	Least Aligned
Public Works	Animal Services Program	Community	Least Aligned
Public Works	Shopping Cart Retrieval	Community	Least Aligned
Public Works	Map and Graphics Plotting	Community	Least Aligned
Public Works	Line Location Services	Community	Least Aligned
Public Works	Crossing Guard Services	Community	Least Aligned
Public Works	Employee Parking	Community	Least Aligned
Public Works	Emergency Preemption Equipment	Governance	Least Aligned
Public Works	Traffic Equipment Maintenance and Operations	Governance	Least Aligned
Public Works	Interdepartmental Engineering Assistance and Support	Governance	Least Aligned
RPU	Pole Inspection and Replacement Program	Governance	Most Aligned
RPU	Integrated Resource Planning (IRP), Production Cost Modeling (PCM) and Forecasting/Modeling Studies & Investigations	Governance	Most Aligned
RPU	Transportation Electrification	Community	Most Aligned
RPU	Community and Sustainability Focused Program Development	Community	Most Aligned
RPU	Utility Customer Partnerships and Projects	Community	Most Aligned
RPU	Energy Efficiency - Non-residential	Community	Most Aligned
RPU	Energy Efficiency Research & Development	Community	Most Aligned
RPU	Developer Driven Projects	Community	Most Aligned
RPU	Solar Renewables Program	Community	Most Aligned
RPU	Water CIP Execution Support	Community	Most Aligned

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Department	Program Name	Service Type	Quartile
RPU	Education Outreach	Community	Most Aligned
RPU	Low Income Customer Support	Community	Most Aligned
RPU	Water Supply Management and Enhancement	Community	Most Aligned
RPU	Energy Efficiency - Residential	Community	Most Aligned
RPU	Advocacy and Event Participation	Community	Most Aligned
RPU	Energy Efficiency and Water Conservation Program Rebate Processing	Community	Most Aligned
RPU	Key Account Communication	Community	Most Aligned
RPU	Key Account Support	Community	Most Aligned
RPU	Low Income Support (Financial)	Community	Most Aligned
RPU	Technology: Water Scada Upgrade Program and Water Technology Program	Community	Most Aligned
RPU	Utility Customer Communication	Community	Most Aligned
RPU	Water Operations Support	Community	Most Aligned
RPU	Water Sales and Exchanges: Agreement Preparation, Contract Admin & Invoicing	Community	Most Aligned
RPU	Permitting and Reporting: Annual Water Quality Report and CUPA Hazmat Permits and SPCC Plans	Governance	Most Aligned
RPU	Distribution Reliability Improvement Program	Governance	Most Aligned
RPU	Permitting and Reporting: Regulatory Compliance Program and Water Environmental Services	Governance	Most Aligned
RPU	Power Generation: Operational Readiness & Corrective/Preventive Generation Plant Maintenance	Governance	Most Aligned
RPU	Water System Operations, Maintenance & Enhancement	Community	More Aligned
RPU	Water System Maintenance & Enhancement	Community	More Aligned
RPU	Technology: GIS Support and Management and Groundwater Atlas Annual Preparation and Update	Community	More Aligned
RPU	Water Conservation Programs - Non-residential	Community	More Aligned
RPU	Electric Meter Shop	Community	More Aligned
RPU	Construction, Maintenance and Repair Electric System	Community	More Aligned
RPU	SoCalWaterSmart Partnership	Community	More Aligned
RPU	Other Water System Relocations: Facility Relocations for Outside Agencies and Property Evaluations	Community	More Aligned
RPU	Water Conservation Programs Residential	Community	More Aligned
RPU	Customer Service Requests	Community	More Aligned
RPU	Line Clearance	Community	More Aligned
RPU	Property Management	Community	More Aligned
RPU	Utilities Cyber-Security Issues & Mitigation Measures	Governance	More Aligned
RPU	Communication System Improvement Program	Governance	More Aligned
RPU	Administration and Monitoring of all Joint Project Power Supply and Transmission Agreements	Governance	More Aligned
RPU	Power Generation	Governance	More Aligned
RPU	Power Market Research, Analysis, and Evaluation	Governance	More Aligned

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Department	Program Name	Service Type	Quartile
RPU	Permitting and Reporting	Governance	More Aligned
RPU	Electric Operations SCADA	Governance	More Aligned
RPU	Electric Grid Control Center	Governance	More Aligned
RPU	Advanced Metering Infrastructure (AMI) Roll-out	Governance	More Aligned
RPU	Electric Substation Test	Governance	More Aligned
RPU	Day-Ahead (DA) and Real-Time (RT) Power Scheduling Activities for all RPU Generation Resources in the CAISO Market	Governance	More Aligned
RPU	Utilities Advanced Technology Programs and Integration	Governance	More Aligned
RPU	Term Trading Functions (in Energy, RA, Carbon and Emission Markets)	Governance	More Aligned
RPU	Electric Substation Apprentice Program	Governance	More Aligned
RPU	Electric Projects - Capital Improvement Program	Governance	More Aligned
RPU	4-to-12kV Conversion Program	Governance	More Aligned
RPU	NERC Compliance Activities and Reporting	Governance	More Aligned
RPU	Electric Grid Management	Governance	More Aligned
RPU	Underground Cable Replacement Program	Governance	More Aligned
RPU	Submersible switch Replacement Program	Governance	More Aligned
RPU	Vault Replacement and Repair Program	Governance	More Aligned
RPU	Underground Structure Rehabilitation/Replacement Program	Governance	More Aligned
RPU	Distribution Transformer Replacement Program	Governance	More Aligned
RPU	Substation Transformer Replacement Program	Governance	More Aligned
RPU	Sub-transmission Breaker Replacement Program	Governance	More Aligned
RPU	Substation Switchgear Replacement Program	Governance	More Aligned
RPU	Substation Replacement Program	Governance	More Aligned
RPU	Public Benefits Regulation and Compliance Reporting	Governance	More Aligned
RPU	Power Supply Contract Negotiation, Development, and Administration	Governance	More Aligned
RPU	Electric Asset Management	Governance	More Aligned
RPU	Electric Meter Technician Apprentice Program	Governance	More Aligned
RPU	Electric Operations Administration	Governance	More Aligned
RPU	Business Intelligence (BI) and Data Analytic Services and Support	Governance	More Aligned
RPU	Substation Technology Programs	Governance	More Aligned
RPU	Electric Construction Inspection	Community	Less Aligned
RPU	Electric Troubleshooting	Community	Less Aligned
RPU	General Management	Community	Less Aligned
RPU	Electric Field - Streetlight Patrol and Repair	Community	Less Aligned
RPU	Electric Field - Streetlight Construction and Maintenance	Community	Less Aligned
RPU	Utilities Budget Development, Approval and Monitoring	Governance	Less Aligned
RPU	Regulatory Compliance Monitoring, Regulatory Data Reporting and Legislative Advocacy	Governance	Less Aligned
RPU	Powerline Technician Apprentice Program	Governance	Less Aligned
RPU	Electric Operations Training	Governance	Less Aligned
RPU	Electric Engineering Contract Administration	Governance	Less Aligned

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Department	Program Name	Service Type	Quartile
RPU	Electric Engineering Administration	Governance	Less Aligned
RPU	Electric Regulatory Compliance	Governance	Less Aligned
RPU	Electric Substation Construction and Maintenance	Governance	Less Aligned
RPU	Utilities Financial Reporting	Governance	Less Aligned
RPU	Electric Field Administration	Governance	Less Aligned
RPU	Electric Field Training	Governance	Less Aligned
RPU	Utilities Property Management	Governance	Less Aligned
RPU	Electric Engineering Training	Governance	Less Aligned
RPU	Utilities Debt Reporting and Management	Governance	Less Aligned
RPU	Utilities Technology Management	Community	Least Aligned
RPU	Utilities Systems and Applications Management	Community	Least Aligned
RPU	Utilities Revenue Reporting	Community	Least Aligned
RPU	Dark Fiber Network Management	Community	Least Aligned
RPU	Utility Customer Account Inquiries and Assistance	Community	Least Aligned
RPU	Utilities Financial Forecasting	Community	Least Aligned
RPU	Initiation / Termination of Electric and Water Services	Community	Least Aligned
RPU	Utilities Rate Management	Community	Least Aligned
RPU	Utilities Customer Billing	Community	Least Aligned
RPU	Utilities Operations Management	Community	Least Aligned
RPU	Reading / Recording of Electric and Water for Billing Purposes	Community	Least Aligned
RPU	Delinquent Utilities Account Collection Management	Community	Least Aligned
RPU	Delivery of 48 Hour Shut Off Notices	Community	Least Aligned
RPU	Tracking and Monitoring of new CAISO Initiatives	Governance	Least Aligned
RPU	Electric Field/City Wide UWAM Support	Governance	Least Aligned
RPU	Power Supply Support	Governance	Least Aligned
RPU	Validation of all CAISO Settlement Statements and financial Power Supply costs	Governance	Least Aligned
RPU	Implement Utility-Specific Strategic Technology Projects	Governance	Least Aligned
RPU	Water Operations Support	Governance	Least Aligned
RPU	Utilities Facilities Management	Governance	Least Aligned
RPU	Utilities Work Order Reporting	Governance	Least Aligned
RPU	Utilities Personnel Management	Governance	Least Aligned